



# ECAS User Manual

**The European Commission Authentication System (ECAS) is the service allowing users to access most of the digital systems developed or used by the European Institutions.**

**The purpose of this manual is to explain how to register in ECAS for the first time and how to change your password or personal data.**

**Please notice that once created in ECAS, the same login and password is to be used for any system under ECAS authentication Managed by the Commission.**

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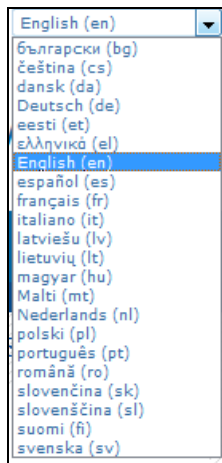
Registration with ECAS (average time to complete: 5 minutes)

1. Open the following page: <https://webgate.ec.europa.eu/cas/>

The website will look similar to the screenshot below.



2. Select your language from the top right drop-down menu, if necessary.



3. Click "Sign Up" link. A registration form will appear.

## Sign Up

[Help for external users](#)

Choose a username


First name \*

Last name \*

E-mail \*

Confirm e-mail \*

E-mail language \*



Enter the code \*

Privacy statement: by checking this box, you acknowledge that you have read and understood the [privacy statement](#) \*

\* Required fields

4. Fill the mandatory fields of the user registration form and select your language preference. We suggest skipping the "Choose a username" field and only filling in the mandatory fields. ECAS will choose the login name automatically but users can use their email addresses as login names.
5. Read and accept the privacy statement.



IAM Privacy Statement - Windows Internet Explorer

Contact | Search | Legal notice | Privacy Statement | English (en)

 **EUROPEAN COMMISSION AUTHENTICATION SERVICE (ECAS)**  
European Commission

Intracomm > Authentication Service > Privacy Statement

[Login](#) [New password](#) [Sign Up](#) [Help](#)

! Is the selected domain correct? [European Commission](#) [Change it](#)

## Privacy Statement

Privacy statement for users registered with the European Commission's Identity Management Service

### 1. What is the Identity Management Service?

The European Commission's Identity Management Service (IMS) provides a common way for users to register or be registered for access to a number of different Commission information systems or services (referred to hereafter as sites). You are affected by this privacy statement if you use the European Commission Authentication Service (ECAS) when logging into Commission sites, as it means that you have been registered in IMS.

Users include the Commission's own staff, personnel of other organisations and members of the public.

Registration may occur:

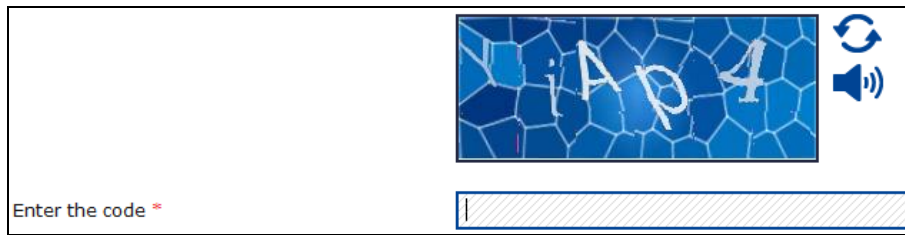
- ▶ at the initiative of a user or of the organisation that the user belongs to or represents
- ▶ by means of an automatic transfer of information from the user's organisation to the Commission
- ▶ by means of direct entry of the relevant information by the user

IMS includes facilities for authenticating registered users and controlling their access to Commission sites.

In each case, the personal data that is recorded is governed by Regulation (EC) 45/2001.

IMS falls under the responsibility of the Controller, Mr F. García Morán, Director General, Informatics DG. Further responsibility lies with

6. Enter the characters that appear on the security check image. If they are not clear enough click on "Try another" for a new captcha picture.



7. Click "Sign up" button. A confirmation message will be displayed.




8. Within minutes an automatic email will be sent to the mailbox indicated in the User Registration Form. The email message will contain a user name for the new account and a link to create a new user password.
9. Click on the link in the email. You will be directed to a website to create a new password for your account.

**Please note, you have 90 minutes to create a new user password. If the email doesn't arrive or you've missed the 90 minutes deadline, please use "Forgotten password" procedure described further in this document.**

10. Fill in the form. Please pay special attention to rules of the password. We suggest using the email address as username in ECAS.

Contact | Search | Legal notice | Privacy Statement | English (en)



EUROPEAN COMMISSION AUTHENTICATION SERVICE (ECAS)  
External

EUROPA > Authentication Service > New password

Login New password Sign Up Help

! Is the selected domain correct? External [Change it](#)

### New password

Please choose your new password.

Username

New password \*

Confirm new password \*

\* Required fields

Passwords cannot include your username and must contain at least 10 characters chosen from at least three of the following four character groups (white space permitted):

- ▶ Upper Case: A to Z
- ▶ Lower Case: a to z
- ▶ Numeric: 0 to 9
- ▶ Special Characters: !"#\$%&'()\*+,-./:;<=>?@[\\^\_`{|}~

Examples:

[\[Generate other sample passwords\]](#)

Last update: 23/05/2012 (3.0.1-m) | 45 ms | [▲ Top](#)

11. Click "Submit". A confirmation message will be displayed.

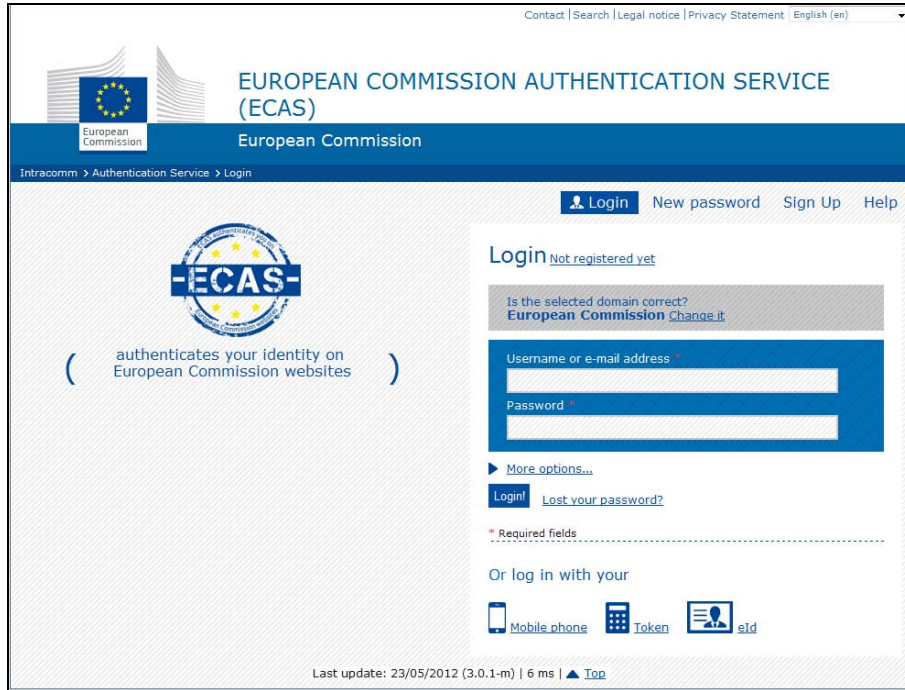
12. The process is now completed. You can now login to ECAS with your email address (or login name) and password you've just created by clickin "Login" on the first page.

**Keep your login and password in a safe place. Please use your email address as your login name in the ECAS application.**

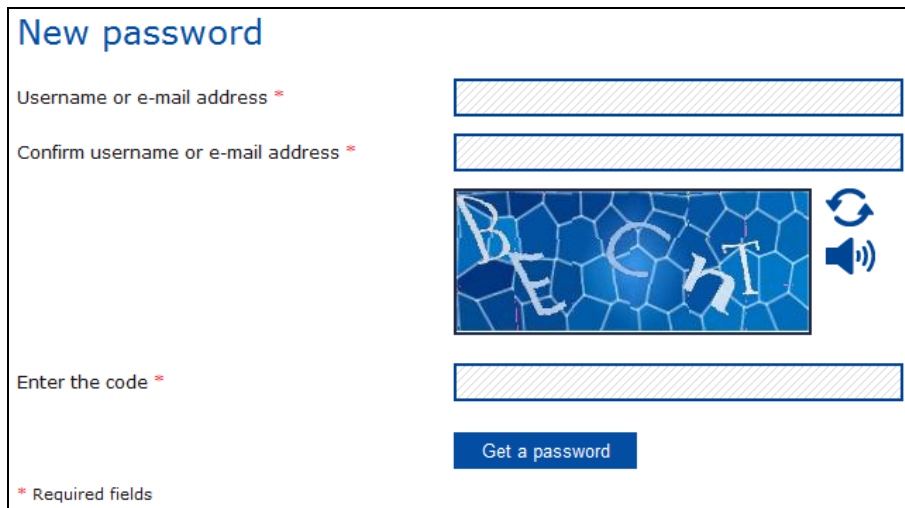
Forgotten password (average time: 5 minutes)

The "Forgotten password" process can also be used for changing password. In both cases – password change and reset in case of forgotten password – process is exactly the same.

1. Open the following page: <https://webgate.ec.europa.eu/cas/>



2. Click "New password"
3. Fill in the new password request form using your ECAS registered email (or username).



4. Enter the characters that appear on the security check image. If they are not clear enough click on "Try another" for a new image.



5. Click "Get password" button
6. An automatic email will be sent to your mailbox.
7. Click on the link in the received email.

**Please note, you have 90 minutes to click on the link in received email in order to reset or change your password. If the email doesn't arrive or you've missed the 90 minutes deadline, please repeat the process. For further information or support, please check the last section of this document.**

8. Fill in the new password form. Please pay special attention to rules of the password.

A screenshot of the European Commission Authentication Service (ECAS) 'New password' form. The page header includes the European Commission logo and the text 'EUROPEAN COMMISSION AUTHENTICATION SERVICE (ECAS) External'. The breadcrumb trail is 'EUROPA > Authentication Service > New password'. Navigation links include 'Login', 'New password', 'Sign Up', and 'Help'. A warning message states: '! Is the selected domain correct? External Change it'. The main heading is 'New password'. Below it, the instruction reads: 'Please choose your new password.' The form contains three input fields: 'Username', 'New password \*', and 'Confirm new password \*'. A 'Submit' button is located below the 'Confirm new password \*' field. A legend indicates that asterisks denote required fields. Password rules are listed: 'Passwords cannot include your username and must contain at least 10 characters chosen from at least three of the following four character groups (white space permitted):' followed by a bulleted list: 'Upper Case: A to Z', 'Lower Case: a to z', 'Numeric: 0 to 9', and 'Special Characters: !"#%&()\*+,-./:;<=>?@[\\]^\_`{|}~'. Examples of passwords are shown in boxes: 'wcBcgc\_l\_E', 'HbKxoo9dj3', and 'gQ.ZfoBN33'. A link '[Generate other sample passwords]' is provided. The footer of the form area says 'Last update: 23/05/2012 (3.0.1-m) | 45 ms | ▲ Top'.

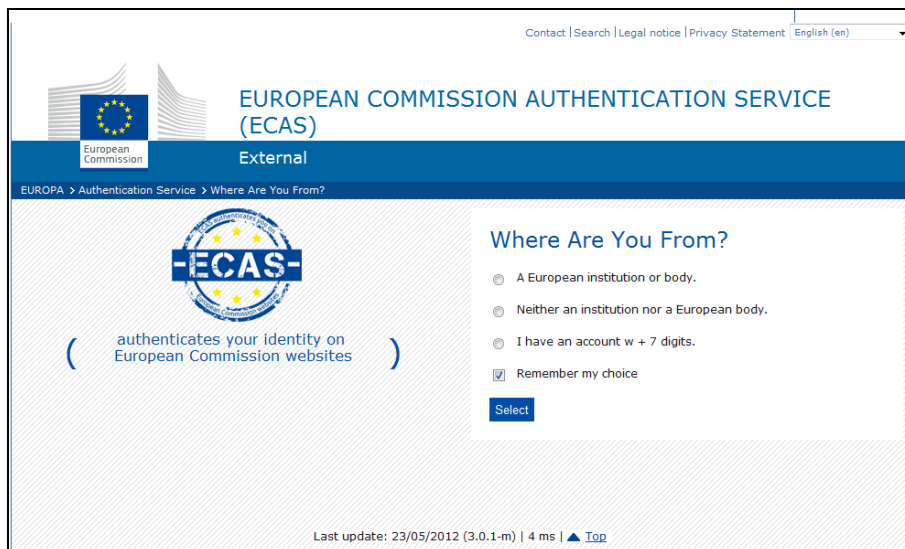
9. Click "Submit". A confirmation message will appear.

Change of first name, last name or email address (average time to complete: 5 minutes)

1. Open <https://webgate.ec.europa.eu/cas/> website and login.



2. Make sure your domain is set to External. If not, click "Change it" and select "Neither an institution nor a European body"



3. After the login, click "Account information". A page with your details will appear.



Contact | Search | Legal notice | Privacy Statement | English (en)



**EUROPEAN COMMISSION AUTHENTICATION SERVICE (ECAS)**  
External

EUROPA > Authentication Service > Account information

Logout Change password **Account information** Help

! External

### Account information

- Modify my personal data  
[Modify my personal data >](#)
- Delete your account  
[Delete your account >](#)
- Manage my mobile phone numbers  
[Manage my mobile phone numbers >](#)
- You can view the sessions opened for visited applications.  
[Display my sessions >](#)
- You can link your eID to your ECAS account.  
[Link my eID >](#)


#### My ECAS Account Details

Username	
Domain	External
Unique identifier at the Commission (uid)	
Most recent login	30/05/2012 17:33 GMT+02:00
Previous login	26/04/2012 11:16 GMT+02:00
Account created	25/01/2012 12:01 GMT+01:00
Name	
Email preferred language	en
E-mail	
Password last changed	25/01/2012 12:06 GMT+01:00
Password expires (as defined by the policy currently in force)	23/07/2012 13:06 GMT+02:00
Password last reset	25/01/2012 12:06 GMT+01:00

4. Click "Modify my personal data"

5. Change your information

Contact | Search | Legal notice | Privacy Statement | English (en)



**EUROPEAN COMMISSION AUTHENTICATION SERVICE (ECAS)**  
External

EUROPA > Authentication Service > User edit

Logout Change password Account information Help

! External

### User edit

Choose a username

First name \*

Last name \*

E-mail \*

E-mail language

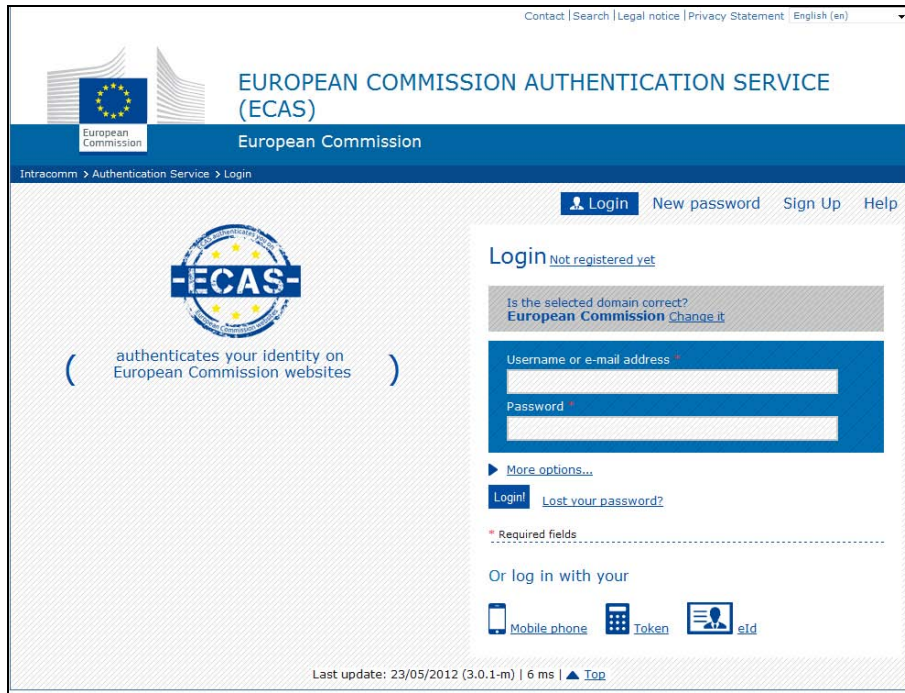
Last update: 23/05/2012 (3.0.1-m) | 315 ms | [Top](#)

6. Click "Submit" button. A confirmation message will be displayed and an automatic email will be sent to the new mailbox to confirm your identity.

7. Click on the link in the received email. A page confirming change of your email address will appear.

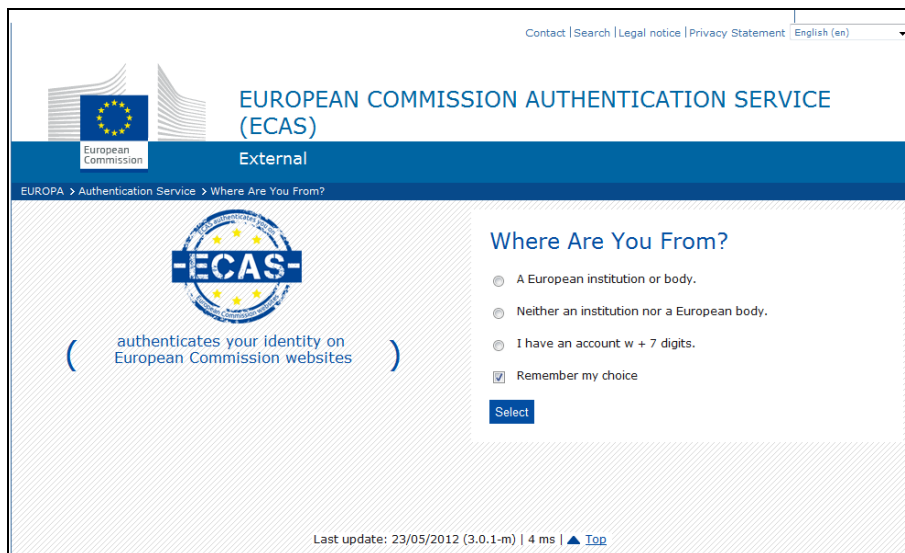
## Account removal

1. Open <https://webgate.ec.europa.eu/cas/> website and login.



The screenshot shows the ECAS login page. At the top, there is a navigation bar with links for Contact, Search, Legal notice, Privacy Statement, and English (en). Below this is the ECAS logo and the text "EUROPEAN COMMISSION AUTHENTICATION SERVICE (ECAS)". The page is titled "European Commission" and "Intracomm > Authentication Service > Login". The main content area features a large ECAS logo on the left and a login form on the right. The login form includes a "Login" button, a "New password" link, and a "Sign Up" link. Below the login form, there are links for "More options...", "Login!", and "Lost your password?". At the bottom of the page, there is a footer with the text "Last update: 23/05/2012 (3.0.1-m) | 6 ms | ▲ Top".

2. Make sure your domain is set to External. If not, click "Change it" and select "Neither an institution nor a European body"



The screenshot shows the "Where Are You From?" page in the ECAS system. The page is titled "External" and "EUROPA > Authentication Service > Where Are You From?". The main content area features a large ECAS logo on the left and a form on the right. The form includes three radio buttons for selecting the user's domain: "A European institution or body.", "Neither an institution nor a European body.", and "I have an account w + 7 digits.". There is also a checked checkbox for "Remember my choice" and a "Select" button. At the bottom of the page, there is a footer with the text "Last update: 23/05/2012 (3.0.1-m) | 4 ms | ▲ Top".

3. After the login, click "Account information". A page with your details will appear.

Contact | Search | Legal notice | Privacy Statement | English (en)



**EUROPEAN COMMISSION AUTHENTICATION SERVICE (ECAS)**  
External

EUROPA > Authentication Service > Account information

Logout Change password **Account information** Help

! External

### Account information


- Modify my personal data  
[Modify my personal data >](#)
- Delete your account  
[Delete your account >](#)
- Manage my mobile phone numbers  
[Manage my mobile phone numbers >](#)
- You can view the sessions opened for visited applications.  
[Display my sessions >](#)
- You can link your eID to your ECAS account.  
[Link my eID >](#)

#### My ECAS Account Details

Username	
Domain	External
Unique identifier at the Commission (uid)	
Most recent login	30/05/2012 17:33 GMT+02:00
Previous login	26/04/2012 11:16 GMT+02:00
Account created	25/01/2012 12:01 GMT+01:00
Name	
Email preferred language	en
E-mail	
Password last changed	25/01/2012 12:06 GMT+01:00
Password expires (as defined by the policy currently in force)	23/07/2012 13:06 GMT+02:00
Password last reset	25/01/2012 12:06 GMT+01:00

4. Click "Delete your account".

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**EUROPEAN COMMISSION AUTHENTICATION SERVICE (ECAS)**  
External

EUROPA > Authentication Service > Account deletion confirmation

Logout Change password Account information Help

! External

### Delete your account

Warning! You are about to delete your ECAS account.  
All access rights assigned to this account will be revoked. You will not be able to recover them.

[Delete](#) [Cancel](#)

Last update: 23/05/2012 (3.0.1-m) | 5 ms | [Top](#)

5. Click "Delete" button.

6. Confirm your choice. Your account is now deleted.

### ECAS account rules

1. An ECAS account is unique and can be associated with only one, changeable email address.
2. An ECAS account never expires.
3. An ECAS account can be locked. This measure is only taken after 5 unsuccessful login attempts. The locking is automatically released after 15 minutes.

### ECAS password rules

1. A password must contain at least 10 characters from three out of four different character groups:
  - a. Upper Case: A to Z
  - b. Lower Case: a to z
  - c. Numeric: 0 to 9
  - d. Special Characters: !"#\$%&'()\*+,-./:;<=>?@[\\]^\_`{|}~
2. A password expires 180 days after being changed or initialised.
3. A warning is given 5 days before password expiration.
4. A password cannot be changed until it is at least 1 day old.
5. The last 5 passwords are remembered and cannot be re-used.

### ECAS account support

1. ECAS Help website: <https://webgate.ec.europa.eu/cas/help.html>
2. ECAS Helpdesk: [DIGIT-USER-ACCESS@ec.europa.eu](mailto:DIGIT-USER-ACCESS@ec.europa.eu)